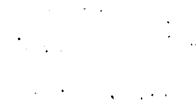




Enterprise Edge 2.0 Voice Messaging Quick Reference Guide

www.nortelnetworks.com

© 2000 Nortel Networks
P0911949 Issue 02



© 2014 Cisco and/or its affiliates. All rights reserved. Cisco Confidential

Enterprise Edge 2.0 Voice Messaging Quick Reference Guide

Initializing your Mailbox

You can begin to use Enterprise Edge Voice Messaging as soon as you initialize your mailbox.

To open and initialize your mailbox, follow these steps:

1. Press **Feature** **9** **8** **1** to open your mailbox.
2. Press **0** **0** **0** **0** (the default password) and press **OK** or **#**.
3. Choose a password from four to eight digits long that does not start with zero. Enter your new mailbox password and press **OK** or **#**.
4. Enter your new mailbox password again and press **OK** or **#**.
5. At the tone, record your name in the Company Directory.
6. Press **Fls** to end this session.

Personal Mailbox greetings

You can record Primary, Alternate or optional Personalized greetings. Your Primary Mailbox greeting is for everyday use. Your Alternate Mailbox greeting is for times when you are away from the office. If your company subscribes to Caller ID, you can record Personalized Mailbox greetings. For Personalized Mailbox greetings, you program Enterprise Edge Voice Messaging to identify a specific incoming telephone number. Your Personalized Mailbox greeting plays to callers from that number.

Enterprise Edge Voice Messaging feature code

Use feature codes to access the different Enterprise Edge Voice Messaging operations.

Operation	Default feature code	Description
Leave a Message	Feature 9 8 0	Leaves a message in a mailbox initialized with Enterprise Edge Voice Messaging.
Open Mailbox	Feature 9 8 1	Opens your mailbox.
Forward to Voice Messaging	Feature 9 8 4	Forwards your telephone to Enterprise Edge Voice Messaging.
Transfer	Feature 9 8 6	Transfers a call to a mailbox.
Interrupt	Feature 9 8 7	Interrupts a caller listening to your Personal Mailbox greeting or leaving a message.
Call Record	Feature 9 8 9	Records a telephone call from your Enterprise Edge telephone. The resulting message is left in your mailbox.

Form 1040-SS (1999) **U.S. Social Security Tax Return for Self-Employed** (Circle one) Individual or Trust

If you are a self-employed individual, you must file this return if you have net earnings from self-employment of \$400 or more. If you are a trust, you must file this return if you have net earnings from self-employment of \$400 or more.

To prepare this return, you must first complete Form 1040-SS.

1. Enter your net earnings from self-employment (from Form 1040-SS, line 1):

2. Enter your net earnings from self-employment (from Form 1040-SS, line 1):

3. Enter your net earnings from self-employment (from Form 1040-SS, line 1):

4. Enter your net earnings from self-employment (from Form 1040-SS, line 1):

5. Enter your net earnings from self-employment (from Form 1040-SS, line 1):

6. Enter your net earnings from self-employment (from Form 1040-SS, line 1):

7. Enter your net earnings from self-employment (from Form 1040-SS, line 1):

You can deduct the cost of health insurance for yourself, your spouse, and your dependent children if you are self-employed. To deduct the cost of health insurance, you must first complete Form 1040-SS. If you are self-employed, you can deduct the cost of health insurance for yourself, your spouse, and your dependent children if you are self-employed. To deduct the cost of health insurance, you must first complete Form 1040-SS.

8. Enter your net earnings from self-employment (from Form 1040-SS, line 1):

9. Enter your net earnings from self-employment (from Form 1040-SS, line 1):

Line	Description	Amount
1	Net earnings from self-employment (from Form 1040-SS, line 1)	
2	Net earnings from self-employment (from Form 1040-SS, line 1)	
3	Net earnings from self-employment (from Form 1040-SS, line 1)	
4	Net earnings from self-employment (from Form 1040-SS, line 1)	
5	Net earnings from self-employment (from Form 1040-SS, line 1)	
6	Net earnings from self-employment (from Form 1040-SS, line 1)	
7	Net earnings from self-employment (from Form 1040-SS, line 1)	
8	Net earnings from self-employment (from Form 1040-SS, line 1)	
9	Net earnings from self-employment (from Form 1040-SS, line 1)	

Setting up the Interrupt feature

Before you can use the Interrupt feature you must program a memory button with an indicator for the feature. While a caller is listening to your mailbox greeting or leaving a message, the Interrupt memory button indicator blinks quickly. Press the Interrupt memory button to retrieve the call.

To program a memory button for the Interrupt feature:

1. Do not lift your handset. Press **Feature** ***** **3**.
2. The display shows **Program Features**.
3. Press a memory button with an LCD indicator.
4. Press **Feature** **9** **8** **7**.

The display shows that the button is programmed.

Forwarding your calls to Enterprise Edge Voice Messaging

To forward your calls to Enterprise Edge Voice Messaging, press **Feature** **9** **8** **4**.

Setting up Call Forward Remotely

1. Call the Automated Attendant or your telephone from any tone dial telephone.
2. While the greeting plays press ***** *****, or in the UK press **8** **8**.
3. Enter your Mailbox number and password and press **#**.
4. Press **8**, press **2** and then press **3**.
5. Press **1** to enable or disable Call Forward.
6. Press **1** to enable or disable Call Display.
7. Replace the handset to end the session.

Retrieving erased messages

You can retrieve an erased message if you are still in an Enterprise Edge Voice Messaging session. An erased message remains in your mailbox until you end your current Enterprise Edge Voice Messaging session.

After you erase a new or saved message, the number of new or saved messages shown on the display decreases by one. If the display shows **0 new 0 saved**, you can play and retrieve your erased messages. Press **PLAY** or **2** to listen to your erased message.

After you play your erased message, you have the option to save it. If you end the current session without saving the erased message, it is permanently deleted from Enterprise Edge Voice Messaging.

Frequently used dialpad keys

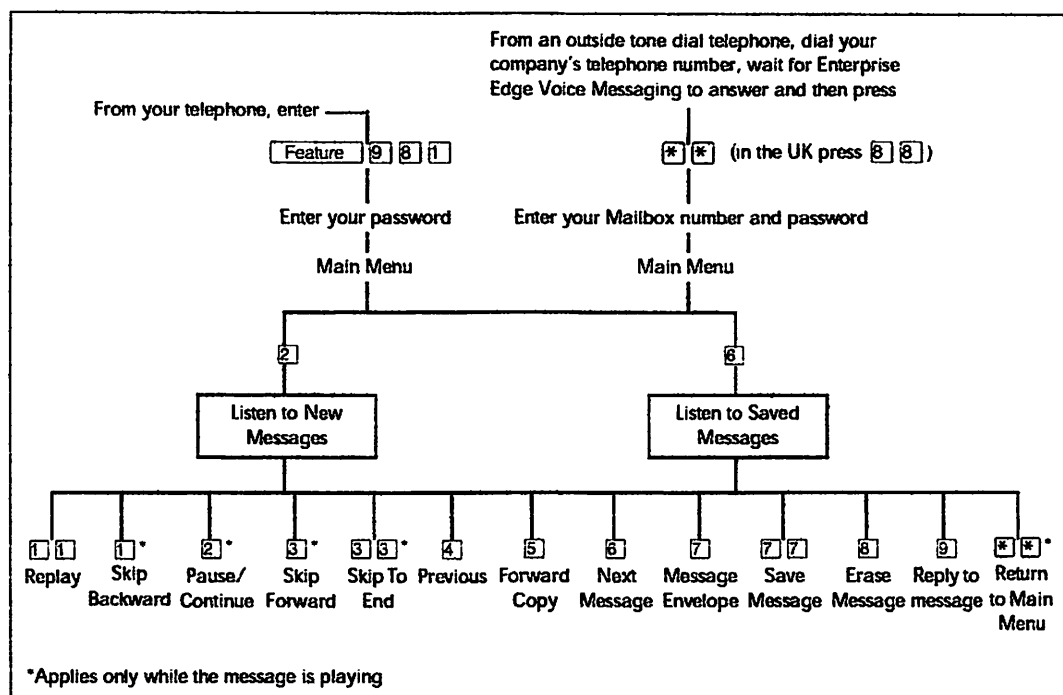
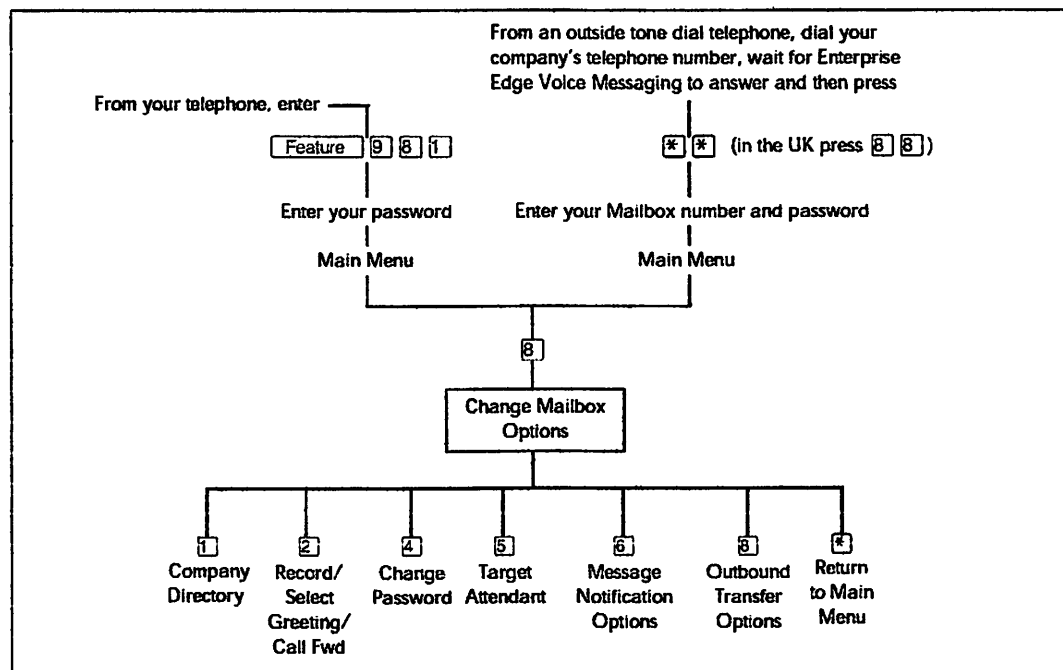
After you log on to your mailbox, you can access these frequently used functions:

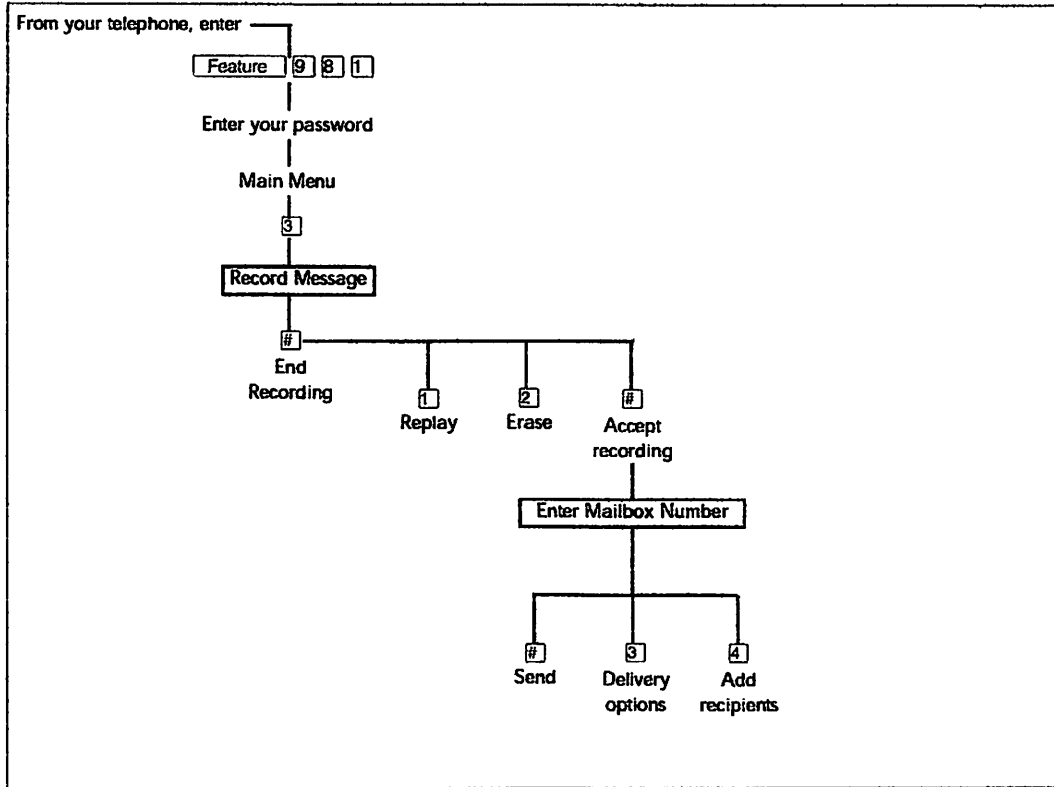
- to replay the Enterprise Edge Voice Messaging options, press *** ***.
- to see the previous display on a one line display telephone, press *****.
- to interrupt most voice prompts or enter an option, press **#**.
- to speak to the Target Attendant or Operator, press **0**.

Enterprise Edge Voice Messaging features

For more information about all the Enterprise Edge Voice Messaging features, refer to the *Enterprise Edge 2.0 Voice Messaging Reference Guide*. This guide explains in detail:

- | | |
|------------------------------------|-------------------------------------|
| • Automated Attendant | • Outbound Transfer |
| • Alternate extensions | • Personal Mailbox greetings |
| • Alternate language | • Replying to a message |
| • Call Screening | • Sending a message to a Group List |
| • Company Directory | • Target Attendant |
| • Leaving a mailbox message | • Transferring calls |
| • Off-premise Message Notification | |

Listening to your Messages**Changing your mailbox options**

Recording and sending a message

Enterprise Edge 2.0 Voice Messaging Quick Reference Guide

Initializing your Mailbox

You can begin to use Enterprise Edge Voice Messaging as soon as you initialize your mailbox.

To open and initialize your mailbox, follow these steps:

1. Press **Feature** **9** **8** **1** to open your mailbox.
2. Press **0** **0** **0** **0** (the default password) and press **OK** or **#**.
3. Choose a password from four to eight digits long that does not start with zero. Enter your new mailbox password and press **OK** or **#**.
4. Enter your new mailbox password again and press **OK** or **#**.
5. At the tone, record your name in the Company Directory.
6. Press **Rls** to end this session.

Personal Mailbox greetings

You can record Primary, Alternate or optional Personalized greetings. Your Primary Mailbox greeting is for everyday use. Your Alternate Mailbox greeting is for times when you are away from the office. If your company subscribes to Caller ID, you can record Personalized Mailbox greetings. For Personalized Mailbox greetings, you program Enterprise Edge Voice Messaging to identify a specific incoming telephone number. Your Personalized Mailbox greeting plays to callers from that number.

Enterprise Edge Voice Messaging feature code

Use feature codes to access the different Enterprise Edge Voice Messaging operations.

Operation	Default feature code	Description
Leave a Message	Feature 9 8 0	Leaves a message in a mailbox initialized with Enterprise Edge Voice Messaging.
Open Mailbox	Feature 9 8 1	Opens your mailbox.
Forward to Voice Messaging	Feature 9 8 4	Forwards your telephone to Enterprise Edge Voice Messaging.
Transfer	Feature 9 8 6	Transfers a call to a mailbox.
Interrupt	Feature 9 8 7	Interrupts a caller listening to your Personal Mailbox greeting or leaving a message.
Call Record	Feature 9 8 9	Records a telephone call from your Enterprise Edge telephone. The resulting message is left in your mailbox.